



Detroit Water and Sewerage Department (DWSD)

FAQ--Residents living in the Jefferson-Chalmers/Cornerstone Village neighborhoods

Re: July 8, 2016 Rainstorm

- Q. What is the Detroit Water and Sewerage Department going to do about the debris left in my basement as a result of the flooding that occurred on July 8, 2016?**
- A.** The Detroit Water and Sewerage Department is reaching out to all homeowners in the Jefferson-Chalmers/Cornerstone Village neighborhoods who may have experienced flooding in their basement as a result of the severe July 8, 2016 rainstorm. DWSD is offering residents with sewerage debris in their basements, cleaning and sanitation services for the area. Interested homeowners should call 2-1-1 for more information.
- Q. What is the process for having my basement cleaned?**
- Residents who experienced flooding in their basement during the rainstorm should call 2-1-1. An operator will intake resident information and will dispatch an inspector to the home based on information received.
- Q. What are the cleaning and sanitizing services?**
- Each home is different but in general, the affected area will be inspected after which a determination will be made as to what is necessary to ensure the affected area is cleaned, sanitized and does not pose a health threat to the home's residents.
- Q. What if I have already had the basement cleaned by a professional company? Can I get reimbursed for my expenses?**
- Homeowners who have already had their basement cleaned and sanitized should save their receipts. Detroit Water and Sewerage Department (DWSD) customers who had an overflow or sewer backup as a result of the July 8th rainstorm, may complete a damage claim form. The form once completed should be sent to DWSD. State law requires a written claim must be filed with DWSD within 45 days after the overflow or backup was discovered. The form is available at www.detroitmi.gov/dwsd. For your convenience, we have included a claim form with instructions in this packet.
- Q. Does reimbursement include drywall materials?**

DWSD wants to ensure that basement areas are sanitized and free from conditions that could cause health concerns. Replacing drywall while not standard in every instance, will be replaced in areas as recommended by inspectors.

Q. I rent my home. What can I do to have my basement cleaned and sanitized?

Individuals who are renting the property must gain the property owner's permission (which includes signing the waiver form) before cleaning and sanitation work can be performed.

Q. Can I file a claim for the items that were damaged or lost in the storm?

Individuals wishing to file a claim with DWSD must complete a claim form. We have included claim forms with instructions in this packet or you may fill out the form online at:

www.detroitmi.gov/dwsd.

Q. What caused the sewers to back up and flood my basement?

On Friday, July 8, 2016 a flash flood occurred causing nearly 3-inches of rain to fall in a very short timeframe. The rainstorm created an overflow of wastewater, particularly on Detroit's eastside. DWSD and the Great Lakes Water Authority (GLWA) are in the process of implementing an independent investigation of operating procedures that occurred during the storm. Once the investigation is complete, we will report findings to affected customer.

Q. What will be done to prevent flooding on my property in the future?

DWSD and GLWA will thoroughly assess the results of the investigation once completed. At that time, we can determine what is necessary to address rainstorm flooding in the area. While we work to address the issue, because the homes in the Jefferson-Chalmers/Cornerstone Village neighborhoods are in a low-line area, residents may wish to consider installing sewer check valves and sump pumps as well as disconnecting downspouts from footing drains to help eliminate or mitigate damage.